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ATM Fee Notice Requirements

Regulation E, which implements the Electronic Funds Transfer Act, requires banks to provide certain fee disclosures prior to a consumer initiating an electronic funds transfer (EFT) or balance inquiry at an automated teller machine (ATM). Section 205.16(b) requires a bank that imposes a fee on a consumer for initiating an EFT or balance inquiry to provide a notice that a fee will be imposed and the amount of the fee. The notice disclosure requirements are found in Section 205.16(c) and are two-fold:

On the Machine: Post in a prominent and conspicuous location, on or at the ATM, a notice that:

1. A fee will be imposed for providing EFT services or for a balance inquiry; or
2. A fee may be imposed for providing EFT services or for a balance inquiry, but this notice can only be used if there are circumstances under which a fee will NOT be imposed for such services.

and

Screen or Paper Notice: Show the following information on the screen of the ATM, or by providing it on paper, before the consumer is committed to paying a fee:

1. Provide notice that a fee will be imposed for providing EFT services or a balance inquiry, and
2. Disclose the amount of the fee.

Banks should review their ATM disclosure notices to ensure that they meet both disclosure requirements. Banks typically provide the screen fee notice but fail to also include a fee notice on or at the ATM.

Financial institutions whose primary federal regulator is not FDIC should contact their primary federal regulator for its requirements. If you have any questions concerning this information, please contact us by e-mail at SCANS@fdic.gov or call us at the Chicago Regional Office Banker Hotline 312-382-6926.